

# **Rapid Rehousing and Homelessness Prevention Standards**

*April 21, 2016*

# Presenters

## **CARF:**

**Pete Hathaway, Managing Director**

**Danielle Fauland, Senior Resource Specialist**

**COA: Zoe Hutchinson, Director of Business  
Development**

Organizations who have a grant for the Supportive Services for Veteran Families Program must be accredited in order to be eligible for multi-year grant extensions.

# Standards Development

- The Rapid Re-housing and Homelessness Prevention (RRHP) program standards were developed by an International Standards Advisory Committee (ISAC)

# Standards Development

This ISAC was comprised of representatives from:

- VA SSVF program
- VA homeless programs
- Abt Associates
- United States Interagency Council on Homelessness
- Salvation Army in Central Ohio
- Volunteers of America, Greater New Orleans
- National Alliance to End Homelessness
- Institute for Veterans and Military Families at Syracuse University
- Technical Assistance Collaborative, Inc.
- CARF International

# CARF Accreditation

- The new Rapid Rehousing and Homelessness Prevention (RRHP) program is in the *2016 Employment and Community Services Standards Manual* which goes into effect **July 1, 2016**
- Any organization submitting an application should apply for accreditation under RRHP

# Survey Application

If you plan to have a CARF survey your application will need to be submitted 4–5 months prior to your desired timeframe for a survey.

Contact CARF for assistance in submitting an application.

# Survey Outcome Timeline

There is a 6–8 week period between the end of your survey and receipt of your survey report and accreditation outcome.



# Have questions? Need Help?



## Call your Resource Specialist

# Contact the ECS Team

**Toll Free (888) 281-6531**

- **Danielle Fauland, ext. 7171, [dfauland@carf.org](mailto:dfauland@carf.org)**  
Senior Resource Specialist for CT, DE, GA, MA, NJ, NY, NC, PA, RI, SC
- **John Hannon, ext. 7198, [jhannon@carf.org](mailto:jhannon@carf.org)**  
Resource Specialist for AL, AR, CA, DC, FL, KS, KY, LA, MD, MN, MS, MO, NE, NM, ND, OK, SD, TN, TX, WV, WY, & PR
- **Julia Vining, ext. 7170, [jvining@carf.org](mailto:jvining@carf.org)**  
Resource Specialist for AK, AZ, CO, HI, ID, MT, OR, NV, UT, VA, WA, WI
- **Sandy Edge, ext. 7066, [sedge@carf.org](mailto:sedge@carf.org)**  
Resource Specialist for IA, IL, IN, ME, MI, OH, NH, & VT
- **Pete Hathaway, [phathaway@carf.org](mailto:phathaway@carf.org)**  
Managing Director

# 2016 Employment and Community Services Standards Manual

Publications can be purchased from the CARF online store:

[www.carf.org/catalog](http://www.carf.org/catalog)

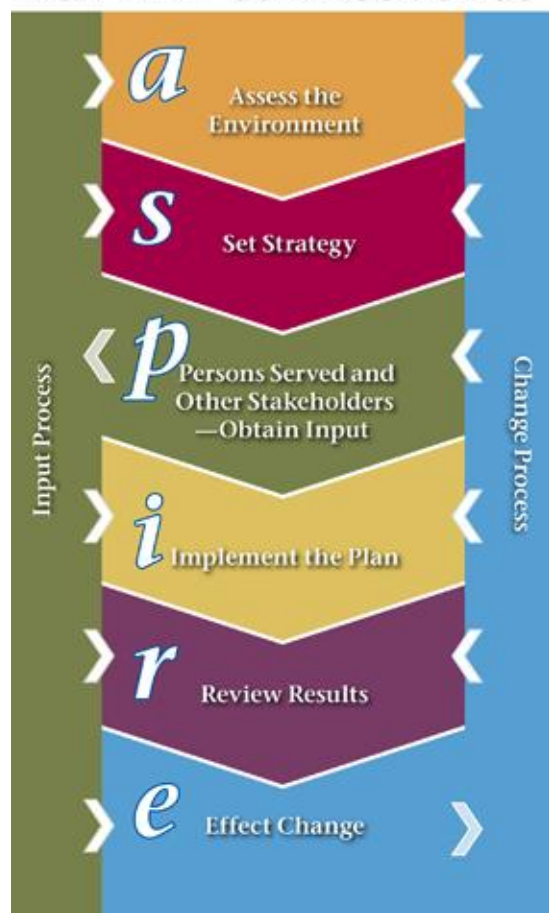
*Select Employment and Community Services from the product categories in the left column*

# 2016 Employment and Community Services Standards Manual

- In addition to the program standards for RRHP in Section 3.Z., standards in Sections 1. and 2. also apply to a survey of the SSVF program
- Section 1. of the manual is the ASPIRE to Excellence® standards and all of these standards will apply with the exception of 1.B. Governance, which is optional

# ASPIRE to Excellence®

## ASPIRE to Excellence®



### ASSESS THE ENVIRONMENT

- Leadership
- Governance

### SET STRATEGY

- Strategic Planning

### PERSONS SERVED & OTHER STAKEHOLDERS – OBTAIN INPUT

- Input from Person Served and Other Stakeholders

### IMPLEMENT THE PLAN

- Legal Requirements
- Financial Planning and Management
- Risk Management
- Health and Safety
- Human Resources
- Technology
- Rights of Persons Served
- Accessibility

### REVIEW RESULTS

- Performance Measurement and Management

### EFFECT CHANGE

- Performance Improvement

# 2016 Employment and Community Services Standards Manual

- Section 2. Quality Individualized Services and Supports
  - A. Program/Service Structure
  - B. Individual-Centered Service, Planning, Design and Delivery
  - F. Community Services Principle Standards

# RRHP Program Standards

Most standards in the manual will have Intent Statements and Examples.

Take the time to read the Intent Statements and Examples when considering conformance to the standards.

# Subcontracted Services

- If any or all of the SSVF services are provided by a subcontractor, those services must be included on the application, and will be sampled during the survey.



# RRHP Program Standards

- 1. Consistent with its scope of services, the program conducts or participates in systematic, ongoing outreach activities that maximize opportunities for contact with persons and households that are at high risk of:**
  - a. Remaining literally homeless.**
  - b. Becoming literally homeless.**

# RRHP Program Standards

## **2. The program:**

- a. Is knowledgeable about community resources that are relevant to the lives of persons served, including:**
  - (1) Housing-related resources.**
  - (2) Non-housing-related resources.**
- b. Links to community resources as desired by the persons served.**

# RRHP Program Standards

3. To maximize housing options for the persons served, the program implements a plan for landlord:
  - a. Recruitment.
  - b. Retention.

# RRHP Program Standards

- 4. The housing options identified by the program are screened for habitability, including:**
  - a. Safety.**
  - b. Sanitation.**
  - c. Security.**

# RRHP Program Standards

- 5. The screening process for accepting persons to receive services:**
  - a. Promotes acceptance of potential persons served regardless of housing and income barriers.**
  - b. For homelessness prevention programs considers:**
    - (1) Imminent loss of housing.**
    - (2) Other suitable housing options.**
    - (3) Other resources, including:**
      - (a) Financial resources.**
      - (b) Nonfinancial resources.**

# RRHP Program Standards

- (4) Available national or local data regarding risk factors for literal homelessness.
- c. Results in recommendation(s) for an alternative program if the identified needs and desires of the person served cannot be met by the scope of the program.

# RRHP Program Standards

- 6. The intensity of service provision is based on the identified housing barriers and desires of the person served.**

# RRHP Program Standards

- 7. The housing plan for each person served:**
  - a. Is individualized to the person's desired housing outcome.**
  - b. Utilizes a strengths-based approach.**
  - c. Addresses housing barriers.**
  - d. Identifies the housing-specific goal.**
  - e. Considers the needs of the family/support system related to the housing-specific goal.**
  - f. Identifies the financial assistance required.**

*Continues on the next slide*

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# RRHP Program Standards

- g. Identifies the financial resources available from:**
  - (1) The program.**
  - (2) The person served.**
  - (3) Other sources.**
- h. Is tracked in a systematic manner until the housing-specific goal is achieved.**
- i. Is revised, as necessary.**

# RRHP Program Standards

- 8. Based on the identified housing needs and desires of the persons served, services coordination includes:**
  - a. Collaboration with the persons served and/or their families, as appropriate.**
  - b. Outreach/engagement to encourage participation of the persons served.**
  - c. Coordination of or assistance with crisis intervention and stabilization services, as appropriate.**

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# RRHP Program Standards

- d. Optimizing resources and opportunities through:**
  - (1) Community linkages.**
  - (2) Enhancing social support networks identified by the person served.**
- e. Assistance securing safe housing that is consistent with the individual housing plans of the persons served.**
- f. Recommendations for the persons served to facilitate housing retention upon exit from the program.**

# RRHP Program Standards

- 9. When the person served is participating in multiple programs, there is coordination and collaboration to:**
  - a. Facilitate continuity of services.**
  - b. Reduce duplication of services.**

# RRHP Program Standards

- 10. Based on the identified housing needs and desires of the person served, the program provides education on:**
  - a. Tenant rights.**
  - b. Tenant responsibilities.**
  - c. Landlord rights.**
  - d. Landlord responsibilities.**
  - e. Fair housing laws.**
  - f. The person's rental/lease agreement.**
  - g. Self-advocacy.**
  - h. Financial management.**

# RRHP Program Standards

## **11. The program provides documented personnel training:**

### **a. At:**

- (1) Orientation.**
- (2) Regular intervals.**

### **b. That addresses:**

- (1) Tenant rights.**
- (2) Tenant responsibilities.**
- (3) Landlord rights.**
- (4) Landlord responsibilities.**

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# RRHP Program Standards

- (5) Fair housing laws.**
- (6) Housing first approach.**
- (7) Terminology used in rental/lease agreements.**
- (8) Financial management.**
- c. Other topics as appropriate to the needs of the persons served.**

# RRHP Program Standards

12. An analysis of average length of time from entry to the rapid re-housing program to housing:
  - a. Is conducted at least annually.
  - b. Documents:
    - (1) Performance in relationship to an established performance target.
    - (2) Trends.
    - (3) Actions for improvement.
    - (4) Results of performance improvement activities.
    - (5) Necessary education and training of personnel.



# Preparing for a Survey

- Use your Resource Specialist for technical assistance as well as samples and examples
- Attend a CARF training (101/202):
  - Raleigh, NC April 6-8
  - San Diego, CA May 25-27
  - Indianapolis, IN June 13-15
  - Las Vegas, NV August 22-24
  - New Orleans, LA October 4-6

Visit [www.carf.org/events](http://www.carf.org/events) to register

# Thank You

Additional questions about the accreditation  
process and standards?

Contact us  
888-281-6531



# **An Introduction to COA and the Accreditation Process**

Zoë Hutchinson, Director of Business Development

# What is Accreditation?

- A review of an organization's policies, practices and services against nationally recognized best practice standards
- COA conducts research and convenes standards advisory panels composed of providers from the field
- The COA process is designed to assist organizations in successful implementation of the standards
- Onsite review conducted by volunteers from the field verifies the standards have been implemented
- COA Accreditation awarded to the organization

# COA Accreditation Business Lines

- COA currently provides standards for:
  - Private Organizations
  - Public Agencies
  - Canadian Organizations
  - Military Family Readiness Programs
  - Hague Agencies
  - Child and Youth Development Programs

1

Who is COA & Why Should We  
Get Accredited?

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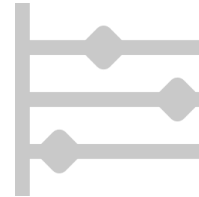
# Who is COA?



# Characteristics of COA Accreditation



**Open, Facilitative,  
& Collaborative**



**Process Takes  
12 – 18 Months**



**Four-Year  
Accreditation**



**Standards/  
Accreditation  
Materials Free**



**Reviews All  
Programs &  
Services**



**Open Book Test**



**In-depth Review  
of Operations &  
Service Delivery**



**COA  
Accreditation  
Coordinator**



# Benefits of Accreditation

- Thorough vetting of procedures and policies
- Development and morale building opportunity for your staff
- Research-based standards address all aspects of management and operational functioning. Adoption of known best practices can lead to better service.
- Implementation of a framework for ongoing review of performance
- May qualify for enhanced financial reimbursements and/or reduced state oversight

## Consumers:

- Guarantees involvement in the decision-making process for all aspects of service
- Services provided by qualified and appropriately trained staff

## Staff:

- Promotes a culture of excellence
- Ensures effective service environments



## Funders/Donors:

- Guarantees sound financial practices
- Confirms the efficient operation of an organization

## Board:

- Emphasizes budget and other fiduciary responsibilities
- Focuses on risk management

# Programs and Services We Accredit

## Child and Family Services

Child and Family Development Support • Case Management • Foster Care • Adoption • Family Preservation • Group Homes • Residential Treatment • Youth Independent Living • Respite Services • Child Protective Services • Early Childhood Care and Support Services • Family Preservation and Stabilization Services • Guardian Services for Minors • Chore / Homemaker Services • Pregnancy Support • Social Development and Enrichment Services for Children and Youth • Shelter Services for Runaway Children and Youth • Volunteer Mentoring • Therapeutic Outdoor Services

## Behavioral Health Services

Case Management • Counseling, Support, and Education Services • Crisis Response and Information Services • Day Treatment Services • Integrated Care; Health Homes • Psychiatric Rehabilitation Services • Opioid Treatment • Services for Mental Health and/or Substance Use Disorders

# Programs and Services We Accredit

## Aging Services

Case Management • Adult Day Services • Chore / Homemaker Services • Home Health-Aide Services • Respite Services • Volunteer Friendship • Supported Community Living • Adult Protective Services • Mental Health • Substance Abuse • Personal Care Aides

## Homeless Services

Outreach Services • Shelter Services • Case Management • Intensive Case Management • Supported Community Living • Employment Services

## Services for People with Developmental Disabilities

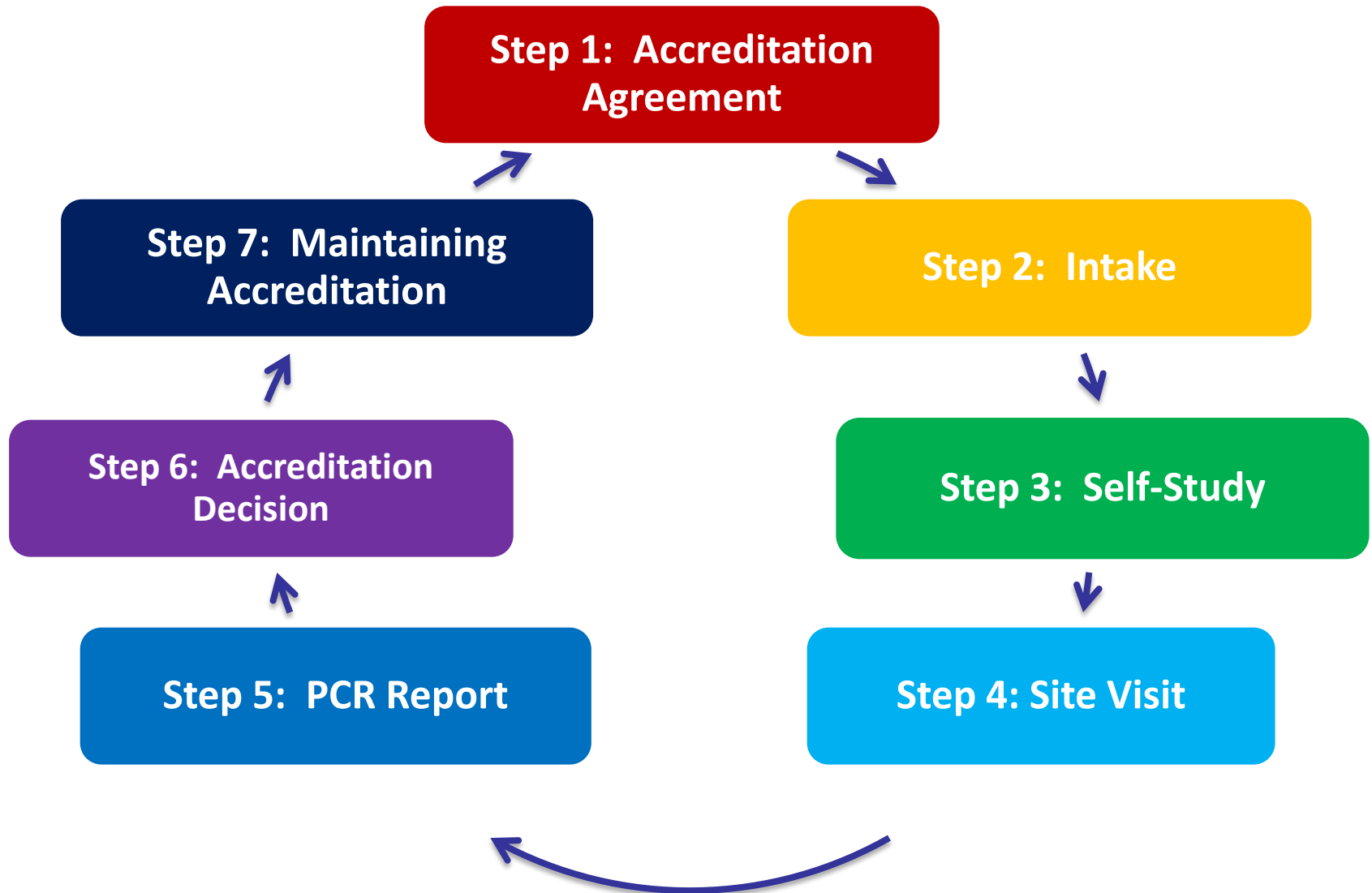
DD Services • Case Management • Group Living • Adult Day Services • Vocational Rehabilitation and Employment Services Supported • Community Living • Adult Protective Services • Others

2

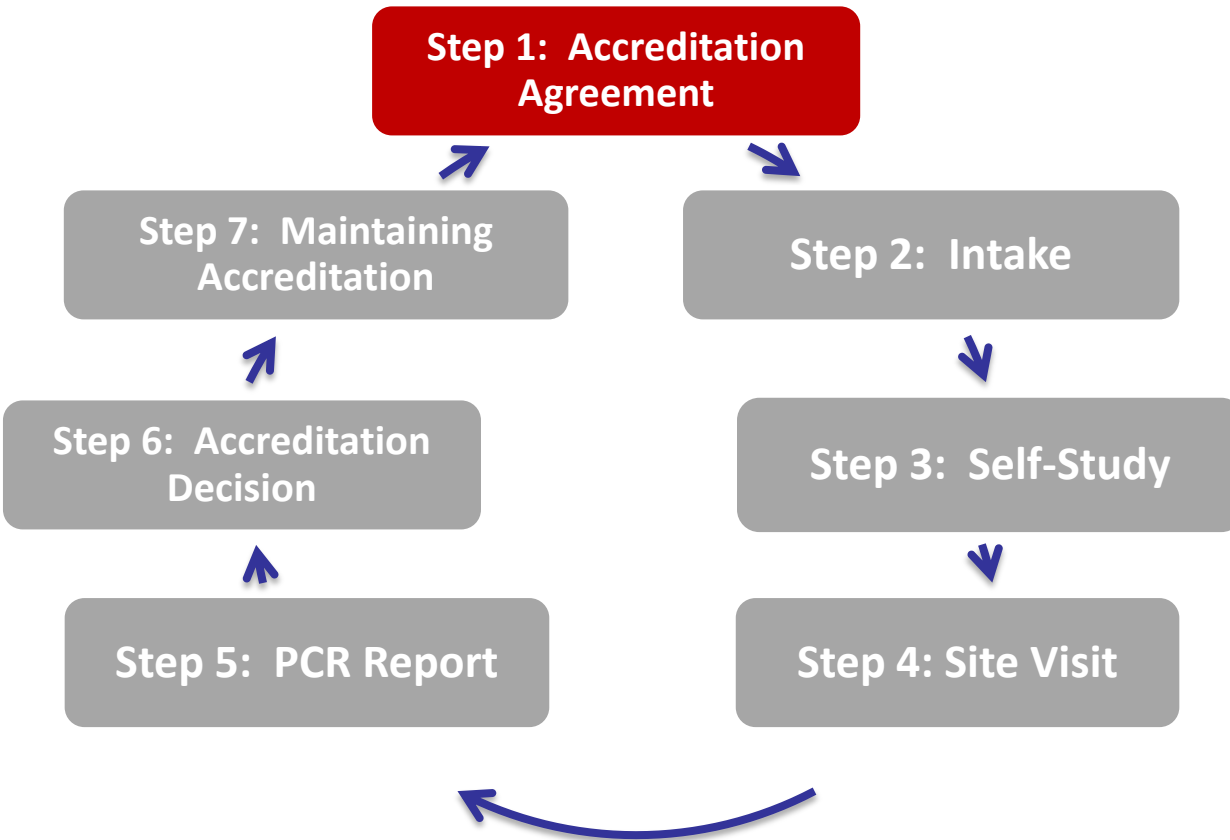
# The Accreditation Process

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# Steps in the Process



# Steps in the Process



- On-line Application
- Verification of eligibility
- Accreditation agreement and fee
- Description of rights and responsibilities

# COA Accreditation Learning Plan



## COA Accreditation Learning Plan

This Learning Plan provides hyperlinks to recommended self-paced trainings and tools to assist you and your organization in learning the fundamentals of the accreditation process, COA standards, and how to use the MyCOA Portal. These resources are highly recommended and organizations that take advantage of them are likely to experience a more positive and productive accreditation process.

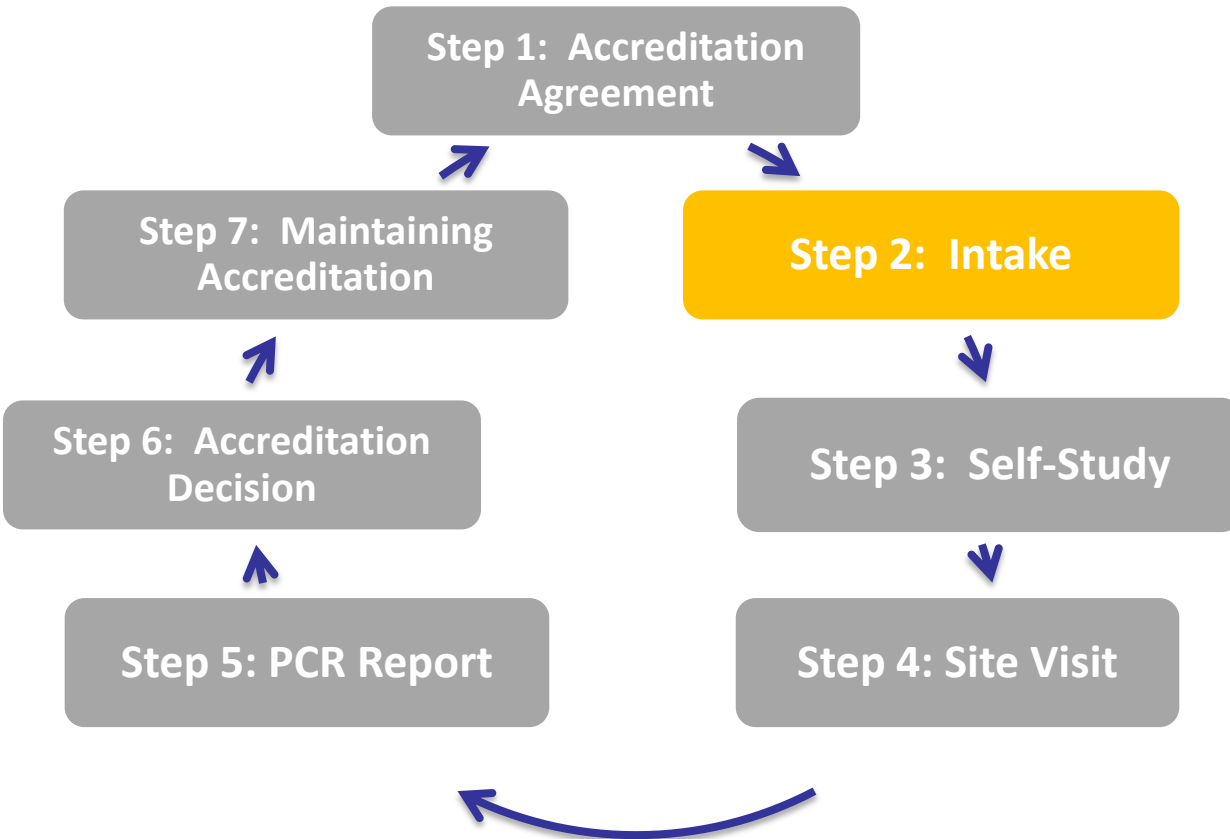
This document lists the recommended order and timeframe within which you and your accreditation team should review each resource. In the case of self-paced trainings, the estimated length of time it will take to view the course is listed. The column "Who is Assigned" provides space for you to list which staff member(s) are responsible for reviewing the recommended resource. The column "Date Taken", can be used to document when a resource has been utilized. If you have any questions, please open a case in your portal using the process outlined in the "MyCOA:Contact COA and Opening Cases" document listed below.

**Note regarding self-paced trainings:** After clicking on the link to a self-paced training, you will come to a page that says "Link" in the middle and says "View" in the lower left hand corner. Click on the "View" link to access the training.

Timing	Training/Resource	Type	Who is Assigned	Date Taken
Application and Agreement Phase				
Prior to completing application and agreement	<a href="#">An Introduction to COA Accreditation</a>	Self-Paced (estimated length: 20 min.)		
	<a href="#">Introduction to MyCOA Portal</a>	Self-Paced (estimated length: 12 min.)		
Intake Phase (After signing agreement)				
Week 1	<a href="#">MyCOA: Dashboard</a>	Document		
	<a href="#">Contact COA and Cases Overview</a>	Self-Paced (estimated length: 4 minutes)		



# Steps in the Process



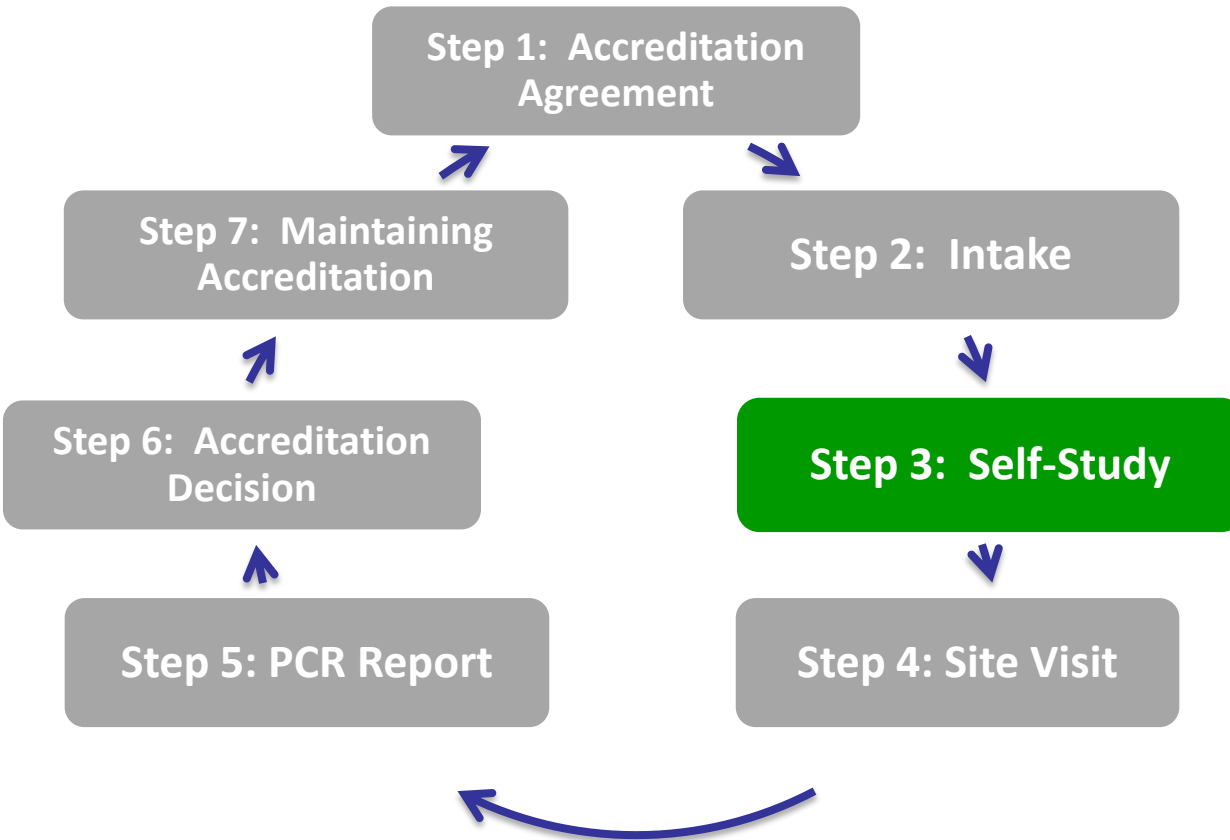
- Match programs to COA's service standards
- Establish important dates and milestones

# Your COA Accreditation Coordinator

- A single point of contact throughout the process
- Answers questions
- Provides feedback and guidance
- Connects you with resources
- Helps you meet timetable and milestones
- Assists you in preparing the Self-Study

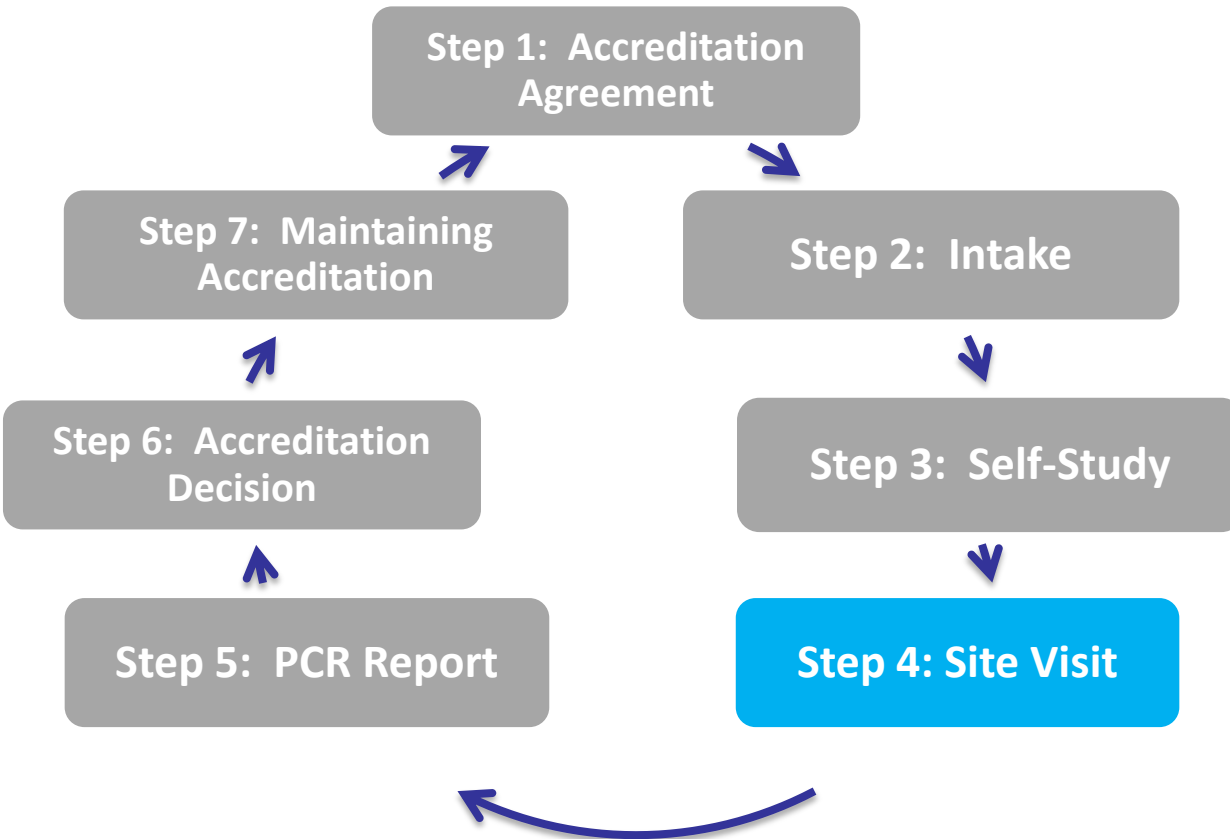


# Steps in the Process



- Evaluate practices against standards
- Six to Twelve Months
- On-line Submission of Evidence Eight Weeks Before Site Visit

# Steps in the Process

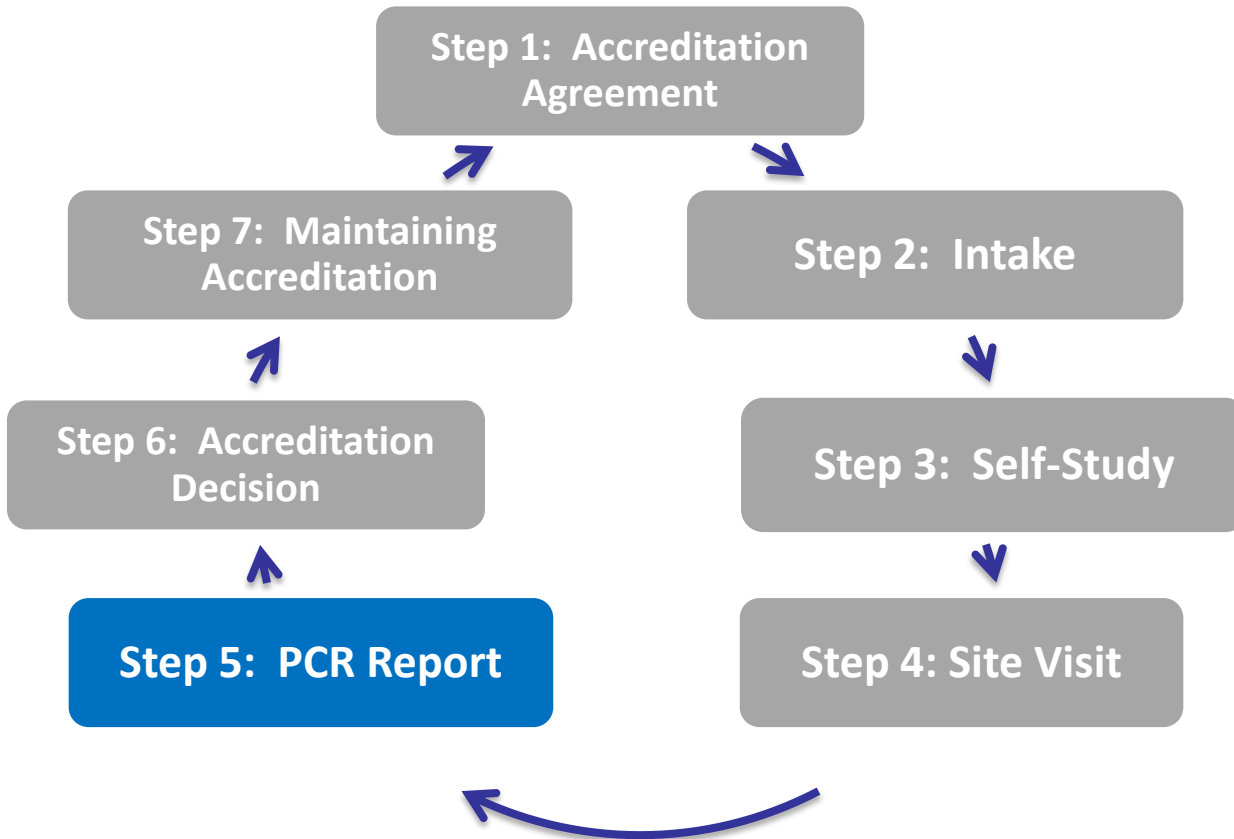


- Minimum of 2-3 peer reviewers for 2-3 days
- Activities
  - Interview Staff, Board, Stakeholders
  - Review Documents and Records
  - Visit Programs, Observe Staff/Client Interactions

# COA Volunteer Eligibility

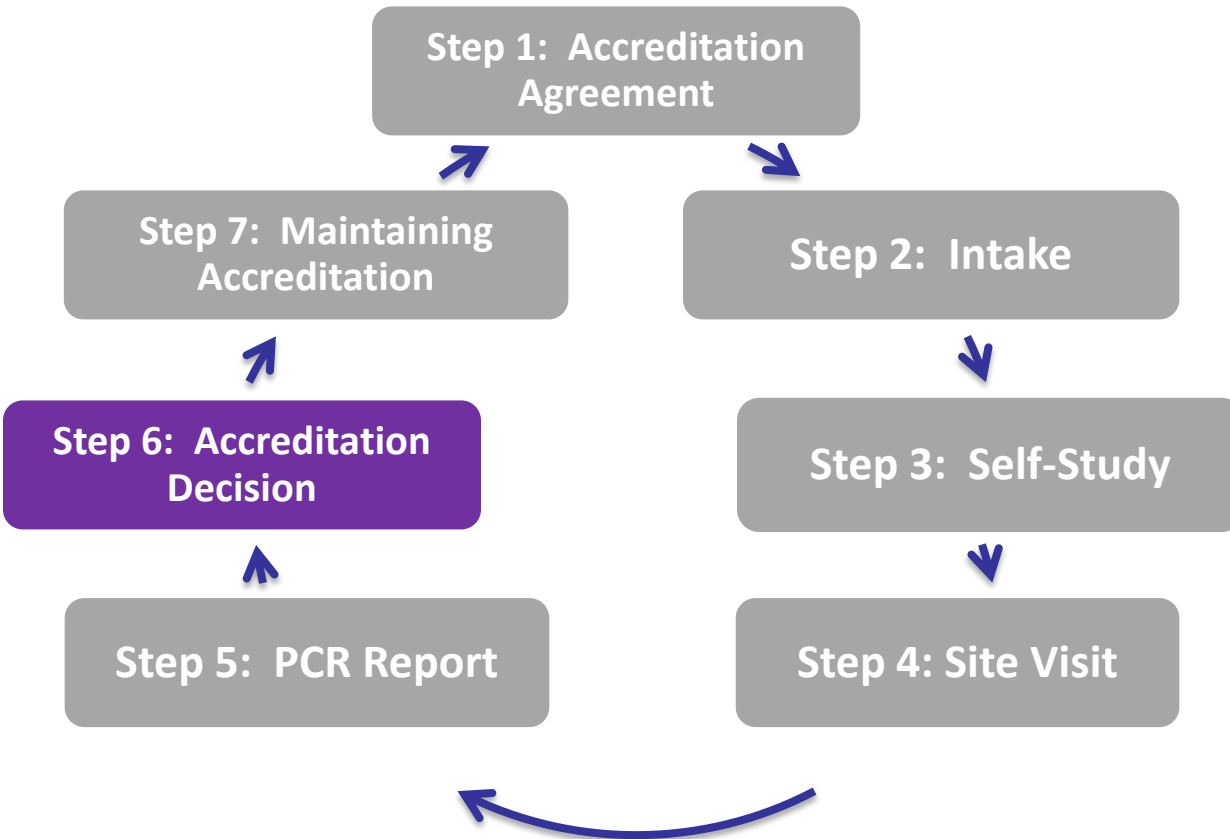
- Affiliated with a COA accredited organization
- Graduate degree in a human service discipline or have service management experience
- At least 7 years of continuing management experience
- Must have expertise in at least 5 COA service areas

# Steps in the Process



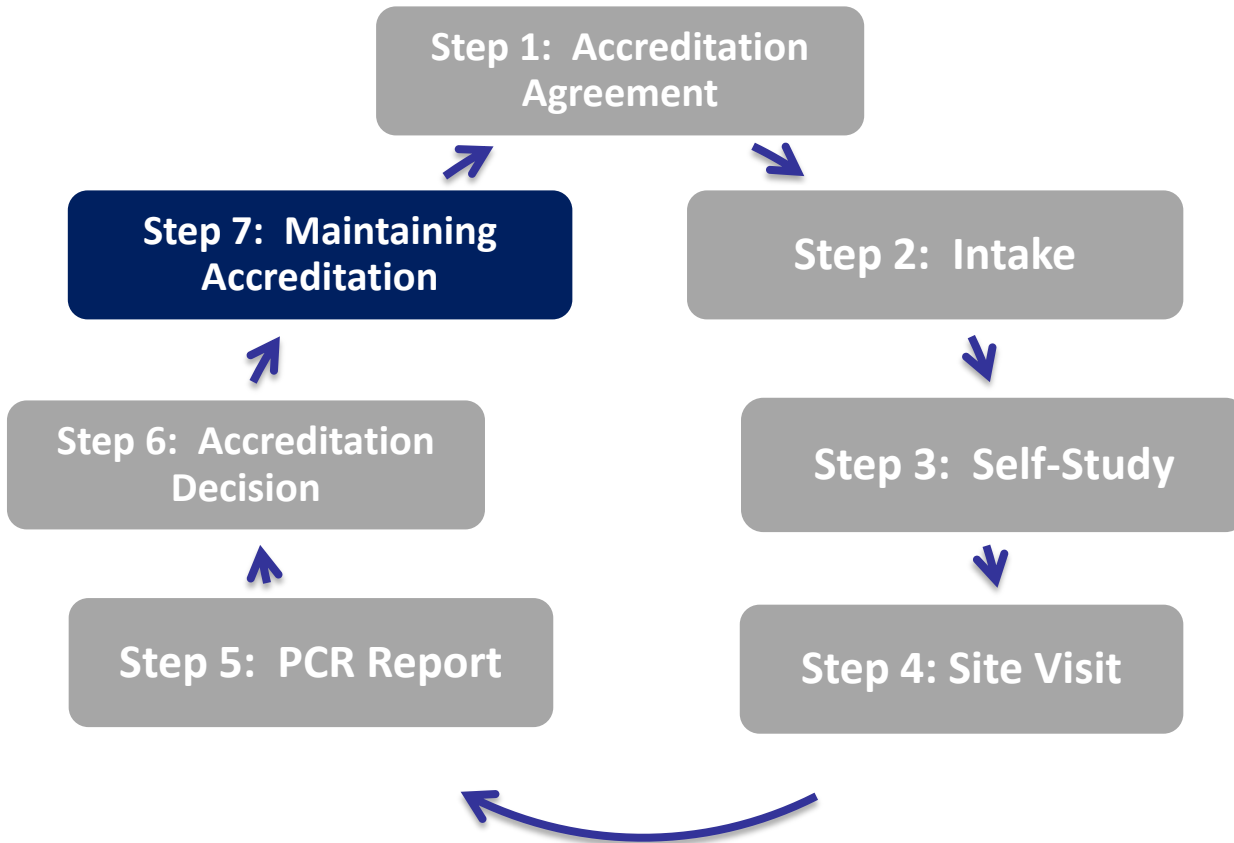
- Summarizes important Site Visit findings
- Provides specific recommendations for additional work as necessary

# Steps in the Process



- Reviews Site Visit report and orgs response
- Makes accreditation decision

# Steps in the Process



- Maintain and sustain implementation
- Annual Maintenance of Accreditation Report





# COUNCIL ON ACCREDITATION

A nonprofit accreditor of human services since 1977

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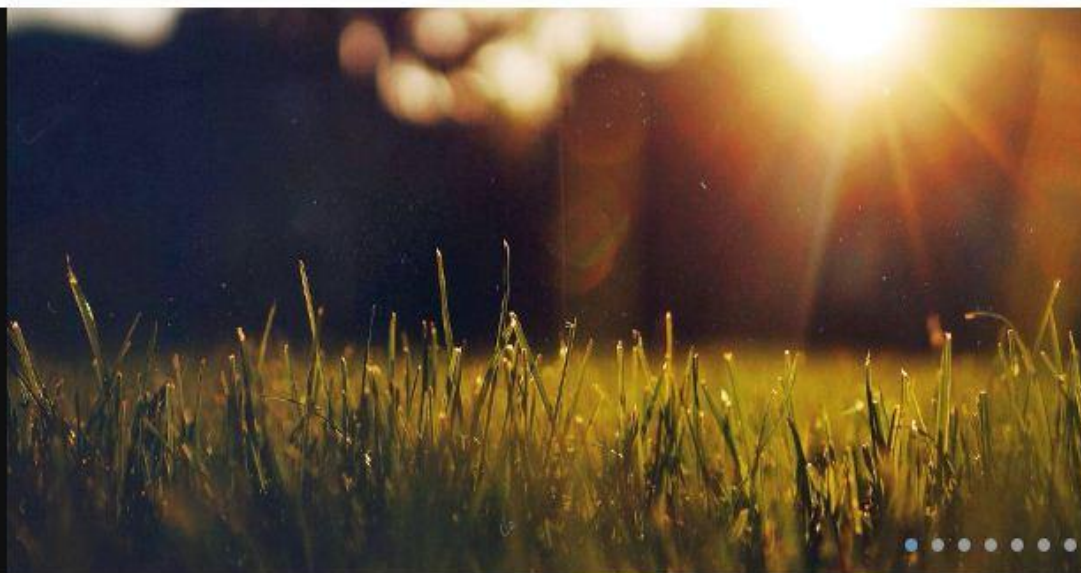
[Volunteers](#)

[About COA](#)

[Report a Concern](#)

## Coming Soon...

## Primary Care Standards



### LEARN ABOUT COA



#### Request an Application for COA Accreditation

Improve your organizational performance and make a difference in the lives of children, adults, and families.

[make request now >>](#)

### WHAT'S NEW

[more >>](#)



#### 08/15/2014 Updated Standards for Supported Community Living (SCL) Services

The SCL standards have been updated to reflect programs that...

[read more >>](#)

### WHO IS ACCREDITED?



[Find an Accredited Organization or Program](#)



1 PICK A CYCLE

HOME

APPLICATION & AGREEMENT

INTAKE

STANDARDS & SELF-STUDY

SITE VISIT

Current Stage: Self-Study

Evidence Completed: 1%

2 out of 176

Current Step:

► Step 1. Confirm Timeline & Service Assignments

## My Accreditation Timeline (6)



Application

Due: 11/2/2015

Complete: 11/2/2015



Agreement

Due: 11/18/2015

Complete: 11/18/2015



Intake Call

Due: 12/10/2015

Due in 22 days

Continue

## Business Information

Organization No: 110909

Cycle: Accreditation: Self-Study - Full - Private  
- 12/7/2015

Status: New Applicant/In-process

Expiration:

CEO/Executive Director:

Johnny Mnemonic



Primary Contact:



## My Training & Events (16)



MIL-CCB Community Capacity  
Building Initiatives Standards  
Overview

-



After School Human Resources  
Standards

1/1/2013

-

3

COA Standards

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# COA Standards

- Rigorous, Relevant, Realistic
- Developed by the Field
- Goal Statements
- Describe What not How
  - This is the Essence of "Contextual Accreditation"



Accreditation   **Standards**   Trainings & Resources   Volunteers   About COA   *Report a Concern*

**Don't do it alone**  
Find accreditation in the Tools Inc

Standards Overview  
Standards Updates  
Field Comment  
Standards for Private Organizations  
Standards for Public Agencies  
Standards for Canadian Organisations  
Standards for Child and Youth Development Programs  
Standards for Military Family Readiness Programs  
Standards for Hague Agencies

**LEARN ABOUT COA**

**Request an Application for COA Accreditation**

**11/05/2014 Training Opportunity: Webinar Now Available on the**

**To review COA Standards open the “standards” drop-down menu**

# Categories of COA Standards

## STANDARDS FOR PRIVATE ORGANIZATIONS

### ADMINISTRATION AND MANAGEMENT STANDARDS

Ethical Practice (ETH)

Financial Management (FIN)

Governance (GOV)

Human Resources Management (HR)

Network Administration (NET)

Performance and Quality Improvement (PQI)

Risk Prevention and Management (RPM)

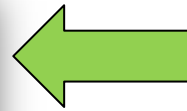
### SERVICE DELIVERY ADMINISTRATION STANDARDS

Administrative and Service Environment (ASE)

Behavior Support and Management (BSM)

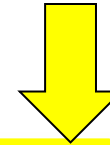
Client Rights (CR)

Training and Supervision (TS)



All Organizations  
are Rated on These

Unique to Your  
Organization



### SERVICE STANDARDS

Adoption Services (AS)

Adult Day Services (AD)

Adult Guardianship (AG)

Adult Protective Services (APS)

Case Management (CM)

Child and Family Development and Support  
Services (CFD)

# Service Standards Common Elements

- Access / Outreach
- Assessment
- Service Planning
- Service Philosophy
- Service Elements
- Case Closing
- Aftercare and Follow-up
- Personnel

4

Next Steps & Wrap-Up

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# Speak to Client Relations



## Fee Information

The cost of accreditation varies based on an organization's size and services. Fees associated with a four-year accreditation cycle include an application fee, accreditation fee, Site Visit costs, and maintenance of accreditation fees.

Read the [Fee Information for Private Organizations](#).

- **Zoë Hutchinson** for new organizations; **Joseph Seoane** for reaccrediting organizations
- Request a Cost Estimate
- Fee Information on the Website
  - Application Fee
  - Accreditation Fee
  - Site Visit Fee
  - Maintenance of Accreditation Fee

# Member of A COA Sponsor?

**25% Discount  
for Sponsor Members**

- Alliance for Strong Families and Communities
- Association of Children's Residential Centers
- Association of Jewish Family and Children's Agencies
- Catholic Charities USA
- Child Welfare League of America
- Children's Home Society of America
- Foster Family-based Treatment Association
- Lutheran Services in America
- National Council For Adoption
- National Foundation for Credit Counseling
- National Network for Youth
- National Organization of State Associations for Children
- Volunteers of America

## Supporting Organizations

- ANCOR
- Child Welfare League of Canada (CWLC)
- Council on Social Work Education (CSWE)
- Eagle Program of United Methodist Assn
- Employee Assistance Society of North America (EASNA)
- Mental Health Corporations of America (MHCA)
- National Association for Children's Behavioral Health (NACBH)
- National Assn of Social Workers (NASW)
- National Alliance for the Mentally Ill (NAMI)
- National Assn of State Alcohol and Drug Abuse Directors (NASADAD)
- National Assn of Therapeutic Wilderness Therapy Programs (NATWTP)
- National Council for Behavioral Health (NCBH)
- Nonprofit Technology Network (NTEN)
- The National Crittenton Foundation

## Partners

- Black Administrators in Child Welfare
- NAPSEC / NCASES
- Prevent Child Abuse America / HFA
- U.S. State Department (Hague Accreditation)
- National After School Association
- National Guardianship Association
- National Voluntary Organizations Active in Disaster (NVOAD)
- U.S. Department of Substance Mental Health and Substance Abuse Administration (SAMHSA)
- National Home Care & Hospice Association
- United States Department of Defense



Accreditation

Standards

Trainings & Resources

Volunteers

Home > Accreditation > Private Organization Accreditation

Training Overview

Training Calendar

Tools Overview

Tools Search

Glossary

Solutions to FAQs

For information  
about COA Training  
and other resources  
open the "Training  
& Resources" Drop-  
Down Menu

# Watch a COA Self-Paced Training

- An Introduction to COA Accreditation
  - Creating an Accreditation Work Plan, Part 1: Getting Started
  - Creating an Accreditation Work Plan, Part 2: Managing the Work
  - The Format and Structure of COA's Accreditation Standards
  - Assessing Your Practices Against COA's Standards
  - Evidence and Implementation
  - Submitting Self-Study Evidence
  - Preparing for the Site Visit
  - Overview of the Site Visit
  - How to Conduct a Mock Site Visit
  - How to Respond to Your PCR
  - Maintaining and Promoting
- Specific to Military Family Readiness Programs:***
- Introduction to the Military Family Readiness Program Standards
  - Quality Improvement for Military Family Readiness Programs

# Attend an Upcoming Webinar

- **Tools Overview**  
April 13 from 3:00PM – 4:30PM EST
- **Case Record Reviews**  
April 20 from 3:00PM – 4:30PM EST
- **Intro to Logic Models**  
April 27 from 3:00PM – 4:30PM EST
- **Introduction to COA and the Accreditation Process**  
May 3 from 3:00PM – 4:30PM EST
- **How to Conduct a Mock Site Visit**  
May 4 from 3:00PM – 4:30PM EST
- **Strategic Planning**  
May 11 from 3:00PM – 4:30PM EST
- **Preparing for the Site Visit**  
May 18 from 3:00PM – 4:30PM EST
- **Maintaining Accreditation & Prep for Reaccreditation**  
May 25 from 3:00PM – 4:30PM EST
- **Introduction to COA and the Accreditation Process**  
June 28 from 3:00PM – 4:30PM EST

# Attend an Upcoming Face-to-Face Training

## 2-days Intensive Accreditation Training (IAT) \$450 per registrant

### New York, NY

June 6&7, 2016 from 9 AM – 4:30 PM EST at the COA offices in NYC

July 15&16 as part of COA's Conference

Oct 24&25 from 9 AM – 4:30 PM EST at the COA offices in NYC

Dec 5&6 from 9 AM – 4:30 PM EST at the COA offices in NYC

## 1-day Performance & Quality Improvement Training (PQI) \$325 per registrant

### New York, NY

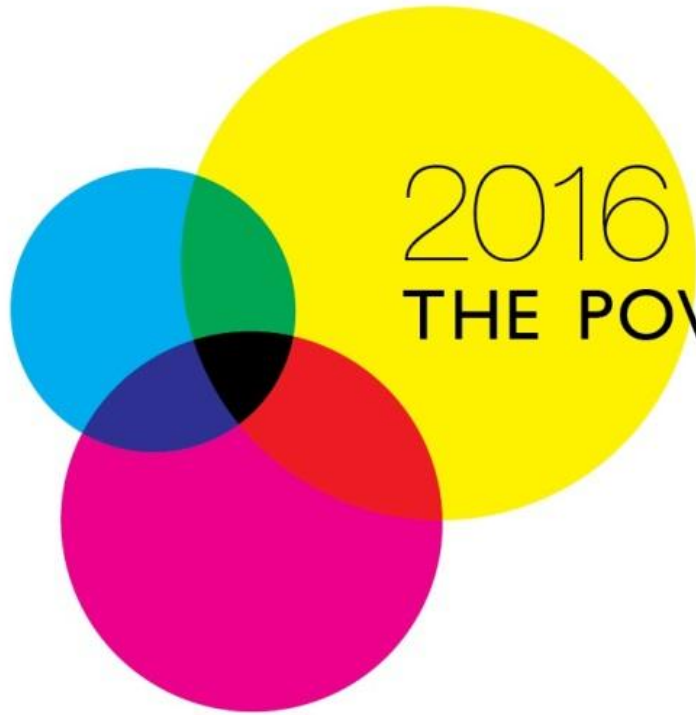
June 8, 2016 from 9 AM – 4:30 PM EST at the COA offices in NYC

July 15, 2016 as part of COA's Conference

Oct 26 from 9 AM – 4:30 PM EST at the COA offices in NYC

Dec 7 from 9 AM – 4:30 PM EST at the COA offices in NYC

***Please note: IAT & PQI will be offered during pre-conference training at the 2016 July COA Conference. Visit [COAnet.org/2016Conference/](http://COAnet.org/2016Conference/) to learn more & register***



# 2016 COA Conference

## THE POWER OF COLLABORATION

July 17 – 19, 2016  
Waldorf-Astoria, NYC



# QUESTIONS

Contact:

Zoë Hutchinson: zhutchinson@coanet.org

Danielle Cook: dcook@coanet.org (Training)

# THANK YOU!



**Council on Accreditation**

45 Broadway, 29th Floor, New York, NY 10006

toll free 866.262.8088

[www.COAnet.org](http://www.COAnet.org)